

## **DMB Safety and Health Policies and Procedures**

# **6 ACCIDENT REPORTING & INVESTIGATION**

## **6.1 ACCIDENT / INJURY AND ILLNESS REPORTING PROGRAM**

### **6.1.1 PURPOSE**

To establish a standard system for the notification and reporting of all accidents involving employee occupational injury or illness and/or public or private property damage.

The reporting system will:

1. Establish time frames for reporting accidents to expedite claim processing.
2. Provide a mechanism for identifying accident trends so appropriate action can be taken to prevent recurrence.
3. Obtain the necessary information required by other state agencies, e.g. MIOSHA accident and injury log (see *Section 8.5*).

### **6.1.2 REPORTING EMPLOYEE INJURIES**

#### **6.1.2.1 Employee Responsibility**

- Immediately notify supervisor of work-related injury or illness; medical evaluation and treatment will be at department's provider of choice during the first ten days after the injury or illness occurs.
- Complete the employee portion of the Accident Report form DMB 212 (see *Section 9.8*).

#### **6.1.2.2 Supervisor Responsibility**

- Assure that employee seeks and receives immediate medical attention at the DMB approved occupational health clinic.
- Immediately notify the Safety and Health Unit and the DMB HR Disability and Leave Administrators of the accident/injury or near miss (to include property damage).
- Immediately notify Safety and Health if the injured employee is in a test designated position (i.e. Electrician, Boiler Operator or a CDL license holder).
- If the employee is unsure whether or not the injury/illness is work related, do not debate the issue. Advise employee of any reporting requirements and provide employee with the DMB Accident Report, DMB 212 form, found at [http://www.michigan.gov/documents/DMB-212\\_Accident\\_Illness\\_Report\\_80312\\_7.dot](http://www.michigan.gov/documents/DMB-212_Accident_Illness_Report_80312_7.dot). It is not the supervisor's responsibility to determine the compensability or legitimacy of the claim. Citizen Management Inc. will determine if the claim is compensable and medically manage the claim.
- When the employee is unable to determine the specific date of their injury/illness, such as with cumulative or repetitive stress injuries, use

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the estimated date the employee provides or the last date the employee worked.

- Send the completed DMB 212 Accident Report to the DMB HR Disability and Leave Administrators within 24 hours. Call the DMB HR Disability and Leave Administrators at (517) 373-1000 or designee to discuss return-to-work planning.
- Conduct an accident investigation (*see Section 6.4 and form in Section 9.10*). If needed, the Safety and Health Unit can provide assistance.
- Initiate corrective actions to prevent recurrence if threats to health and safety are identified.
- Keeping employees informed and involved in the workplace and showing concerns over their injury/illness can have a direct impact on an employee's safe and successful early return to work. Except in unusual circumstances, supervisors are required to maintain contact with an employee who is off work due to a work-related injury/illness to determine the status of the employee's recovery and discuss return-to-work arrangements. The employee may be able to return to work in a transitional (temporary) assignment. A telephone call to the employee provides an opportunity to share with employee what is going on in the workplace. It also provides the employee an opportunity to discuss any concerns or questions. If the supervisor has reason to believe that calling the employee would exacerbate the situation, Human Resource Office or Safety and Health should be contacted.
- An employee is not allowed to return to work without a fitness for duty statement from the treating physician stating restrictions, if any.
- Any injury or illness resulting in a fatality, or three or more employees being hospitalized must be reported to the DMB Safety & Health Unit who will contact the MIOSHA hotline within 8 hours of the incident.

#### **6.1.2.3 Reporting the Injury**

The DMB HR Disability and Leave Administrators will notify Citizens Management Inc. via e-mail within 24 hours and report the injury. Provide information contained on the DMB 212 to Citizens Management Inc.

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### **6.1.2.4 Human Resources Responsibility**

- Provide prior authorization to health care provider for medical evaluation and treatment.
- Contact employee; answer all questions; explain benefits and return-to-work process; assure employee has received a Workers' Compensation packet.

The DMB HR Disability and Leave Administrators or designee will develop a return-to-work plan, in conjunction with the treating health care provider, employee, Citizen Management Inc., the worksite supervisor and the rehabilitation provider, if appropriate.

**NOTE:** Citizen Management Inc. will process the claim and contact the employee, the DMB HR Disability and Leave Administrators, and the worksite supervisor for information.

### **6.1.3 VISITOR ACCIDENTS**

All accidents and injuries sustained by a visitor to DMB managed properties must be immediately reported to the Building Facility Manager. Obtain immediate first aid and/or medical assistance if necessary.

The facility manager will visit the site of the visitor accident, and will conduct an investigation into the cause(s) of the accident. If warranted, remedial actions should be taken at this time to prevent a recurrence.

The facility manager should refer the visitor to seek medical treatment and advise them to forward any medical bills to the facility manager.

The facility manager should forward a copy of the accident report to DMB Safety & Health and a memo recommending payment of the medical bills to Financial Services, Fiscal Management, for payment by the State Administrative Board along with a completed DMB form 1104 available on line under [Claim Against the State of Michigan](#).

## **6.2 NEAR-MISS ACCIDENT REPORTING**

### **6.2.1 PURPOSE**

To establish a standard system for the notification and reporting of near-miss accidents. A near-miss accident is a situation, which under slightly different circumstances could have resulted in an injury producing accident.

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### **6.2.2 OBJECTIVES**

1. To obtain information necessary to prevent near-miss situations from occurring again.
2. To inform management of problems within the safety and health system, unsafe work processes, or conditions that contributed to a near-miss incident.
3. To provide a mechanism for identifying potential accidents.

### **6.2.3 PROCEDURE**

Reporting near-miss accidents:

1. All near-miss accidents shall be investigated and recorded on the Near-Miss Accident Report Form (see section 9.8).
2. The supervisor shall ensure that corrective action is taken.
3. Completed Near-Miss Accident Report forms will be distributed as indicated on the form.

## **6.3 MOTOR VEHICLE COLLISION/EQUIPMENT DAMAGE REPORTING**

### **6.3.1 ON ROAD VEHICLES**

All state-operated motor vehicles or motorized equipment are self-insured against physical damage and operator liability for personal injury (PI), personal injury protection (PIP), and property damage (PD). Personal vehicles used on approved state business are covered for collision damages by the owner/driver's insurance company. (Private-auto policy collision deductibles are not paid by the state, nor are they reimbursable.) The owner/driver's insurance company pays first for all liability claims, with the state's self-insurance program covering any excess limits.

Any collision, or liability incident (PI, PIP, PD) involving one or more on-road vehicles must be reported to the police immediately. In some instances the police cannot, or will not come to the scene for an investigation. In these cases, the driver, if able, must go to the police station and file a report. If not, the supervisor will contact the appropriate police agency on behalf of the employee as soon as possible.

Property damage/incidents (lawn, flowers, shrubs, trees, guardrails, fences, utility poles, buildings, homes, etc.) involving state-operated vehicles, are motor vehicle collisions, and must be reported to the appropriate police agency.

***Employees should write down all events involving accidents and list names and numbers of any witnesses for future reference. A MAP packet should be available in all State owned vehicles.***

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All collisions involving a state-operated on-road vehicle must immediately be reported to the Vehicle and Travel Services Section of the DMB at 1(800) 937-8149. The driver or the immediate reporting supervisor will be instructed as to what steps to take to bring the situation to a close. The 800 number is available M-F from 8 a.m. to 8 p.m., and on Saturdays 8 a.m. to 4 p.m.

Employees must notify their supervisors of any vehicle accident and complete the DMB 212, Accident Report Form.

### **6.3.2 OFF ROAD VEHICLES/EQUIPMENT**

When any non-licensed, off road vehicle or equipment sustains damage, or causes damage to the property of others, the incident will be reported immediately to supervision. The supervisor will contact Safety & Health and conduct an accident investigation to determine the cause(s) of the event and will complete an accident investigation form (*see Section 9.10*).

## **6.4 ACCIDENTS INVOLVING COMMERCIAL MOTOR VEHICLES**

### **6.4.1 Employee Responsibility**

- At the time of the accident, the following procedures must be followed:
  1. Protect the accident scene (try not to move anything)
  2. Assist injured persons (do not move unless absolutely necessary).
  3. Obtain names, addresses, license numbers, and insurance information with everyone involved in the accident, and provide the same.
  4. Notify proper authorities (911).
  5. Do not make any statements to anyone other than law enforcement officers and authorized State of Michigan DMB officials
  6. Do not express opinions as to who was at fault or admit guilt.
- If accident occurs in a vehicle that requires a CDL immediately notify supervisor if there has been a death, an injury that requires transfer to the hospital by ambulance or if any vehicle involved has to be towed from the accident scene.

### **6.4.2 Supervisor Responsibility**

- Supervisor is to notify Safety and Health unit if a Commercial Motor Vehicle is involved in any accident.
- Supervisor is to immediately notify the Safety and Health Unit if there has been a death of anyone involved in the accident, if there

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has been an injury of anyone involved that requires transport to the hospital by ambulance, and/or if any vehicle involved in the accident has to be towed from the accident scene.

## **6.5 ACCIDENT INVESTIGATION PROCEDURE**

### **6.5.1 DEFINITION AND PURPOSE**

A complete accident investigation includes the objective evaluation of all facts, observations, opinions, statements of both the injured or ill employee and any eyewitnesses. Following the investigation an action plan is initiated to prevent or control similar recurrence.

The purpose of accident investigation is to identify unsafe actions or conditions, determine the underlying causes of the accident, and take corrective actions to prevent it from happening again. The investigation process should be based on finding facts not fault.

### **6.5.2 WHEN TO CONDUCT AN ACCIDENT/INCIDENT INVESTIGATION**

The investigation process should be performed when medical treatment for injury/illness or property damage occurs in the workplace. This includes cumulative trauma disorders and other ergonomic-related injuries and illnesses that may not be the result of a single incident.

All accidents requiring medical treatment should be thoroughly investigated by the employee's immediate supervisor. For serious injuries or major equipment damage the supervisor should seek assistance from the DMB Safety and Health unit and the DMB-HR Disability and Leave Administrators.

In addition to the Accident Report form DMB 212, the immediate supervisor must initiate and complete the accident investigation form, (see *section 9.10*). The investigation form is a very detailed report of who, what, when, why and how an accident occurred. The accident investigation form should be completed and submitted to the Safety and Health Unit within five (5) calendar days, unless there are unusual circumstances requiring a longer time frame.

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### **6.5.3 PROCEDURES FOR INVESTIGATING AN EMPLOYEE ACCIDENT**

1. Obtain assistance for the injured or ill employee.
2. Check the scene.
  - a. Secure the scene as necessary to protect evidence and prevent further injury to others.
  - b. Carefully examine the accident scene including any tools or equipment that were being used. (Take photographs or videotape of the scene if possible).
  - c. Reconstruct the chain of events leading up to the injury to determine the events that contributed to the accident. Do not reenact the accident.
3. Take corrective action immediately to prevent further injury.
4. Record the details of the accident scene. Draw a diagram, take photographs or videotape all angles of any equipment involved and the conditions at the accident location.
5. Document observations. (Who, What, Where, When, Why and How)
  - a. Make notes on all facts that may relate to the cause of the accident. For example, "employee had complained of dizziness to his co-worker prior to fall."
  - b. Record specific job procedures that were utilized, if the procedures were correctly followed, and if the employee was properly trained in those procedures.
  - a. Write down any unsafe conditions in the work area, i.e., defective tools or faulty equipment.
  - c. Write down other observations such as the time of the investigation, the lighting conditions, and other environmental factors.
6. Collect the evidence if an injury occurs when machine parts or structures fail, it is essential to determine what failed and why. This can frequently be done without laboratory analysis and corrective action can be taken immediately. On occasion a detailed study may be necessary to further analyze the accident. Draw upon staff resources such as the DMB Safety Coordinator to provide additional input.
7. Interview employee/witnesses getting an accurate statement from the employee and those who were present when the accident occurred may be the most important factor in accident investigation. Put the employee at ease and assure them that the aim of the investigation is

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to discover the causes of the accident and not to place blame. Ask questions to clarify and fill in any gaps. If a safety rule or procedure has not been followed, corrective or disciplinary action may be necessary after the investigation is complete.

- a. If the injury is minor, the interview should be conducted with the injured employee after the investigation of the accident scene and after the employee has received first aid/medical treatment.
  - b. If the injury is serious, selecting the right time for the interview is a judgment factor. Schedule the interview when the employee is comfortable and able to provide accurate information.
  - c. It is important to identify witnesses at the scene and make brief notes. As soon as possible after the accident, schedule a private and separate interview with each witness.
  - d. It may be necessary to question the employee or witness several times in order to verify information and stories.
  - e. Ask the witness for suggestions aimed at eliminating or reducing the impact of the hazards that caused the accident to happen.
8. Weigh the evidence all facts should be reviewed for completeness and accuracy when assembled. Submit the completed investigation form to the Division Director or designee for review and signature and then submit to the Safety and Health Unit.
  9. Take further corrective action once the primary and related causes of an accident have been identified and documented, corrective action should be taken to reduce or eliminate the potential for any recurrence of the accident/incident.
  10. Follow up with any witnesses you interviewed in the investigation to let them know the outcome.
  11. Monitor any changes you have implemented.